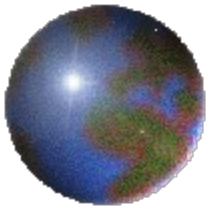

Army Benefits Center

(ABC)

Employee Member Self Service

(E/MSS)

Which Services – Where?

- **E/MSS**
  - -Financial Allotments (max: 2)
  - - Direct Deposits
  - - Federal Taxes
  - - State Tax Changes
  - - Home Address
  - - Update EFT
  - - LES
- **ABC**
  - - Health Insurance
  - - Life Insurance
  - - Thrift Savings Plan
  - - Retirement
  - - Survivor Benefits

Internet and Telephone Access

- **E/MSS**
  - Touch Tone Phone
    1-800-390-2348
  - Web Site
    www.dfas.mil/emss

- **ABC**
  - Touch Tone Phone (IVRS)
    1-877-276-9287
    (TDD)
    1-877-276-9833
  - Web Site (EBIS)
    www.abc.army.mil

How do I receive a PIN?

- **E/MSS**
  - Mailed to you
  - Used with SSN
  - PIN Not received 800-390-2348

    -Fax following to: (216)522-5800
    Picture ID, Name,SSN, 4-5 digit temp PIN
    Signature
- **ABC**
  - Create your own at first login after 31 Jul using MO/YY of birth
  - Used with SSN
  - Use same PIN for IVRS & EBIS

Who can access?

- **E/MSS**
  - -DFAS Customers
    - -- All Military
      - Active/Retired
    - -- Civilians
      - Active/Retired
- **ABC**
  - Appropriated Fund
  - Army Civilian Employees

How Secure is the System?

- Both E/MSS & ABC require:
- SSL Security Socket Layer Protocol
- 128 Bit Encryption
- Internet Explorer 4.0 or higher
- Netscape Navigator 3.0,4.01 or higher

To Change Browser Settings

- Internet Explorer

  - Tools
  - Internet Options
  - Security Tabs
  - Custom
  --Active X Controls, Java
  --- Enabled

Will I be able to Talk to a Real Person at the Army Benefits Ctr?

- Touch-tone Phone Only
- Welcome – enter SSN & PIN
- Press 0 at appropriate system prompt to wait for the next available counselor
- Available Monday – Friday Normal duty hours Central Time

How do I confirm transaction ?

- **E/MSS**
- System returns NLT date
- Verify by checking E/MSS
  -- 3 – 7 days later
- Check LES

- **ABC (EBIS)**
- System returns effective date
- System reminds you to check LES that applies to the effective date
- IVRS – Don’t hang up until you hear Eff Dt or Transaction Completed

How do I obtain forms?

- Not required for everything. Your SSN and PIN are your authorizing signature.
- LES is verification.
- Basic Program Brochures – CPAC/OPM
- Forms are required for:

  - Retirement
  - Beneficiary Designation
    -- forms at ABC/OPM web site/fax back

PCSing During Open Season

- Use ABC if Army to Army
- If so, ABC transferred to new activity
- If not, can't use ABC

What do I need to Change FEHB?

- Enrollment Code of Health Plan
- Comparison Guide – RI 70-1
- **http://www.opm.gov./insure/**
- Self & Family – need SSN's and DOB -- Automatically transfer to benefits counselor on IVRS when enrolling or changing family enrollment

ABC & TSP – The same things?

- Two different unconnected systems
- Different Functions
- ABC – Open Season or Stop Contributions
- USE http://www.tsp.gov to inquire account balances or interfund transfers

  -- TSP PIN Unknown call (504)256-8777

Kinds of Retirement Services?

- Precalculated retirement estimates updated biweekly
  -- based on on first eligible date to retire without an unreduced annuity using current salary & no COLA
- Real time on-line estimates for Early and optional

Retirement Planning Services

- Complex Service History (Firefighter, PT, Int,etc), call IVRS within 1 year of retirement.
  - Processed in 3 weeks & mailed.
- More than one year from retirement
  - EBIS, Personal statement of benefits or annuity estimate.

Buying Back Service for Retirement

- Civilian Service http://apps.opm.gov.deposits/index.cfm
- Military Service http://www.afpc.randolph.af.mil/dpc/BEST_GRB/military_deposit_interest_calcul.htm (Post-56 military service calc)

Retirement Responsibilities

- Employee
  - – advises Management of decision
  - - Mgt prepares PERSACT SF52
  - - Employee signs
- 90 – 120 Days prior to retirement date
- Counselor available for 120 days after or until first annuity payment
- OPM is resource for retired employees

Survivorship/Death Benefits Provided

- FEHB,FEGLI,TSP & Retirement
- FEHB & Retirement information for survivors
- FEGLI & TSP information on beneficiary designations
- Event of death benefits counselor is assigned to assist your survivors

Benefits & Entitlements Information

- Basic Program Brochures – CPAC
- Benefits News – ABC Main Menu

  - Current Benefits Information
  - Legislative updates
  - Open Season Information
  - TSP Current Rates of Return

Advantages of Automated Systems

- **E/MSS**
- **7 days a week**
  - Convenient
- **Eliminates forms**
  - Saves time
- **Accuracy Checks**
  - Reliable
  Voluntary

- **ABC**
- **7 days a week**
  - Convenient
- **Eliminates forms**
  - Saves time
- **Accuracy Checks**
  - Reliable